



2002

Annual  
Report

Arizona Governor's  
State Rehabilitation Council

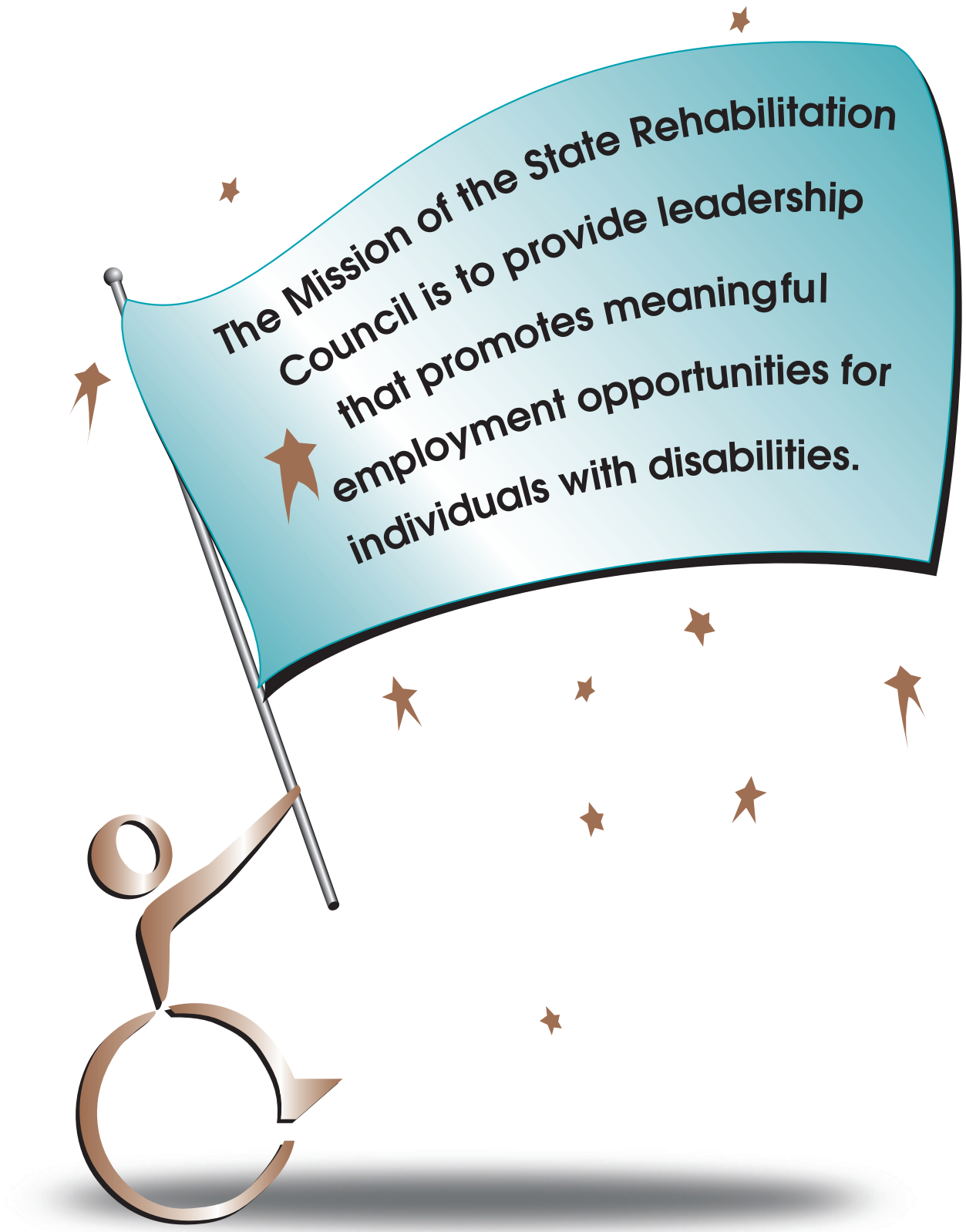


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The Arizona State Rehabilitation Council (SRC)  
and the Arizona Rehabilitation  
Services Administration (ARSA)  
would like to thank  
the Department of Economic Security (DES)  
for their leadership and support of the activities  
of the Council and the Administration in  
serving individuals with disabilities.



# A MESSAGE FROM THE SRC CHAIR 2002-2003

*Dona Rivera*



Dear Friends and Colleagues:

Being elected the Arizona Governor's State Rehabilitation Council (SRC) Chair for a second term is a great honor. Thank you to the members of the SRC for entrusting me with this responsibility. I look forward to continuing our work, in partnership with the Governor's Office, Arizona Rehabilitation Services Administration (ARSA), Arizonans with disabilities, and the Arizona business community, to assist Arizonans with disabilities to obtain effective, individualized vocational rehabilitation services that result in employment that is meaningful to each individual served by ARSA.

The Council has identified seven Strategic Goals and Objectives for State Fiscal Year 2003. The key to reaching these Strategic Goals and Objectives will be to work together, collaboratively with our partners.

I am a very lucky person that happens to use a wheelchair. I have a career and professional life that brings me joy and allows me the opportunity to help my two daughters reach their dreams. One daughter is a University of Arizona senior, and the other is a University of Arizona freshman. Not surprisingly, they are both training for careers that involve helping others. I've been a taxpayer for over 30 years. I wouldn't have the life I have without services that were previously provided by the Rehabilitation Services Administration. It is my personal goal that every Arizonan with a disability be provided the same opportunities.

Sincerely,

*Dona L. Rivera*

Dona L. Rivera, MS, CRC, CCM  
Chair, Arizona Governor's State Rehabilitation Council

# A MESSAGE FROM THE ARSA ADMINISTRATOR

Skip Bingham



Through our partnership, the Arizona Rehabilitation Services Administration (ARSA) and the Governor's State Rehabilitation Council (SRC) have made significant contributions to people with disabilities in the Vocational Rehabilitation (VR) Program by providing creative approaches to participate in the workforce. Many factors have positively influenced these efforts, such as the substantial growth in technology; the Ticket to Work and the Work Incentive Improvement Act, a Social Security initiative that will enable Social Security recipients to present an employment voucher to the employment network of their choice, implementation of the Americans with Disabilities Act; and the Individuals with Disabilities Education Act. Throughout all these changes, the State Rehabilitation Council has been an important ally to ARSA advising state government on the significance of Arizona's Vocational Rehabilitation Programs. They have assisted in the preparation of the VR State Plan; studied consumer satisfaction in the Vocational Rehabilitation Program; and reported progress to the Governor and the United State's Department of Education.

This has been a challenging year for the Arizona Rehabilitation Services Administration with high staff turnover; overextended resources which resulted in the need to prioritize services and the creation of a waiting list for VR services; the struggle to match federal vocational rehabilitation dollars as well as Arizona's revenue shortfall and economic climate. All of these conditions have affected services to people with disabilities. One of ARSA's most important issues has been and remains the desire to continually increase the active participation of VR consumers. This effort is centered on the goal of creating *choice offices*. This initiative will significantly affect the traditional office scheme and the delivery of services emphasizing the importance of the client/counselor relationship and the efficiency of service delivery. It is our intention, despite the economic problems, to implement ARSA *choice offices* over the next several years on an incremental basis.

As we all move to resolve Arizona's budget issues it will be even more critical for the disabled community to join with us to advocate for services for persons with disabilities; streamline our service delivery patterns; and maximize our resources to provide quality services to persons with disabilities throughout Arizona. I truly hope that you will join me in these most difficult times to strengthen our partnerships; continue to work together, and be creative in our approach for the benefit of persons with disabilities in the State of Arizona.

# Council Responsibilities

**REVIEW, ANALYZE, and ADVISE** the Arizona Rehabilitation Services Administration (ARSA) regarding the performance of its responsibilities, particularly those related to eligibility (including order of selection); the extent, and scope and effectiveness of services provided; and the functions performed by State agencies that affect the ability of individuals with disabilities in achieving employment outcomes under Vocational Rehabilitation (VR) services.

## **PARTNER with ARSA to Develop, Agree to, and Review**

State goals and priorities in accordance with the VR State Plan. The Council and ARSA **evaluate** the effectiveness of the VR program and submits reports of progress to the RSA Commissioner.

**ADVISE the ARSA** on activities authorized to be carried out under the VR State Plan. **Assist in the preparation** of the State Plan, and amendments to the plan, applications, reports, needs assessments, and evaluations.

**CONDUCT a REVIEW and ANALYSIS** of the effectiveness of vocational rehabilitation services and consumer satisfaction regarding functions performed, VR services provided, and employment outcomes achieved.

**PREPARE and SUBMIT an ANNUAL REPORT** to the Governor and the Federal U.S. Department of Education Commissioner of RSA on the status of vocational rehabilitation programs operated within the State.

**COORDINATE ACTIVITIES** with other disability related councils within the State.

**ESTABLISH WORKING RELATIONSHIPS** between ARSA, the Statewide Independent Living Council, and Arizona Centers for Independent Living.

**PERFORM OTHER FUNCTIONS** consistent with VR services deemed appropriate by the Council.



# Input and Recommendations to the VR State Plan

The Arizona Governor's State Rehabilitation Council (SRC) conducts monthly meetings with the Arizona Rehabilitation Service Administration (ARSA) to communicate advice on issues, policies and administration of the Vocational Rehabilitation (VR) Program.

Issues are determined by the SRC through public input from consumers, family members, community rehabilitation providers, advocates and others. Issues for which the SRC requests a written response from the ARSA, and the Administration's response to those issues, follow:

## Consumer Services

Encourage the VR Program to address client issues broadly and refer clients who do not meet the Order of Selection (OSS) criteria to viable community services and/or providers.

Encourage the ARSA to keep assistive technology services a priority. VR counselors need to assess and address assistive technology issues early in the VR process, and they need to keep abreast of assistive technology services in order to better serve VR clients.

**ARSA Response:** The ARSA has kept exceptional consumer services as a priority in its planning. A lack of resources resulted in the closure of one category of Arizona VR's Order of Selection. This closure has been accompanied by training and resource information for counselors and consumers regarding varied community resources and providers. The ARSA has published for each region of the state a resource directory listing the One-Stop Centers and other resources that will benefit those consumers who are waiting for VR services.

Assistive technology remains a priority with the ARSA. The administration has expanded its personnel and providers to serve individuals with technology needs. Staff training, informal and formal, continues yearly at specialized workshops as well as at statewide meetings. VR counselors have tools to assist in identifying technology needs early in the VR process.

## Coordination and Collaboration Issues

Encourage the ARSA to improve school to work transition services by clarifying and enforcing current established policies.

**ARSA Response:** The ARSA continues to have regular meetings with its staff, both regionally and statewide, regarding staff/teachers to coordinate referrals to VR based on the Interagency Agreement with the Arizona Department of Education.

Statewide training about the Agreement was completed. As an example of continued communications with the schools, the ARSA management staff held special meetings with local school staff to discuss the recent closure of a category in the ARSA's Order of Selection.





## Service Providers

Encourage ARSA to keep service provider issues a priority. There has been no pay rate increase for providers in over five years. A cost-based rate system is imperative. The cost of living and inflation have taken money from service providers being able to provide services. This affects not only individuals within the system but also those who get overlooked.

**ARSA Response:** The ARSA has raised rates where it is possible within its budget. There was a bill, supported by the SRC, before the Legislature last year that would increase the rates to Community Rehabilitation Providers, and thus add to the ARSA budget for such services. This bill did not pass. The current state budget deficits have created a climate in which it would be difficult to give provider rate increases without additional funding.

Encourage the ARSA to continue seeking career incentives to maintain their VR counselors.

**ARSA Response:** ARSA has continued to seek upgrades to the position and pay for VR counselors and supervisors. In September of 2000 the VR counselors received a 12% pay adjustment. An ARSA Unit Supervisor reclassification package is now being reviewed by the Arizona Department of Administration, Human Resources Department. It is hoped that this will result in an upgrade of the Supervisory positions. The ARSA is also pursuing an incentive package that would increase pay for the attainment of the CRC and meeting the “qualified counselor” standards.

Encourage the ARSA to seek more work adjustment training and supported employment opportunities in the rural areas.

**ARSA Response:** Over the past four years, the ARSA has issued contracts to new providers and those providers expanding their range of services in rural areas. Many of those contracts ended in 2001 and are expected to be extended for another fiscal year. The issuance of a call for contracts for employment-related services such as work adjustment and supported employment training will likely be taking place in 2003.

The ARSA continues to work with Community Rehabilitation Providers to increase services to the rural areas. The ARSA management staff attend regular quarterly meetings of the CRP Advisory Committee.

# Consumer Feedback

Using a survey and methods developed in collaboration with the SRC Program, Planning, and Evaluation Project Team, the ARSA conducted the State Fiscal Year (SFY) 2002 survey of VR clients. VR clients who had just started their rehabilitation plans, those who closed as successfully employed, and those who closed as unsuccessful after receiving services under the employment plan were mailed an individually addressed survey. There were two follow-ups for consumers who did not respond to initial attempts.

The survey was conducted from November 2001 through May 2002. Forty-six percent of consumers returned completed surveys, compared with eighteen percent the previous year.

The increase was most likely due to the personalized addressing and the follow-up. Seventy-seven percent of all respondents reported being satisfied or very satisfied with the services they received.

VOCATIONAL REHABILITATION CONSUMER SATISFACTION SURVEY					
How satisfied are you with the service areas listed below? Please circle the appropriate response. When you are finished, please drop this card in the nearest mailbox. Your answers are confidential and will only be used to improve services to clients.					
	Very Satisfied	Satisfied	In Between	Dis-satisfied	Very Dis-satisfied
Overall services provided by VR staff directly, especially your VR Counselor	1	2	3	4	5
Your involvement in decisions and choices in your VR plan	1	2	3	4	5
The appropriateness of VR services you received	1	2	3	4	5
The timeliness of VR services you received	1	2	3	4	5
The quality of VR services you received	1	2	3	4	5
The extent (amount) of VR services you received	1	2	3	4	5
The job you obtained as a result of VR services	1	2	3	4	5
What did you like best about the services you received? _____					
What did you like least about the services you received? _____					
RSA-1074OTHNA (9-01)					

## The Council *Listens!*

The SRC appreciates the involvement of stakeholders who will take the time to share their stories, concerns and successes. There are many ways for you to give us input:

**Attend a Public Forum.** Forums are usually scheduled across the state twice a year. Notices upcoming forums are placed in local newspapers and are advertised on the radio. We also post notices on the ARSA website.

**Attend a Meeting.** Council meetings are held quarterly. Agendas with the place, time, and scheduled issues are posted at the State Capitol building, in the West Wing of the Executive Tower. The SRC Project Teams meet quarterly and the agendas for these meetings are also posted in the Capitol building.

### Write Us.

Chairperson, Site Code 930A  
Arizona State Rehabilitation Council  
1789 W. Jefferson St.  
Phoenix, AZ 85007

**Email:** [www.de.state.az.us/RSA/SRAC.asp](http://www.de.state.az.us/RSA/SRAC.asp)

**Call Us.** 1-800-563-1221 or 602-542-6291

TTY 602-542-6049, Fax 602-542-3778

**Join Us!** Apply to join the SRC. The Council is comprised of a maximum of 27 members appointed by the Governor. The members represent a broad range of individuals with disabilities and organizations interested in individuals with disabilities. Please contact us to request an application.

We want to  
hear from  
*You!*

# The Council's Work

## Membership and Nominating Committee

The Membership and Nominating Committee was very active this year recruiting nominations for SRC, including giving presentations to community and business groups. Currently, there are 21 members of the SRC representing various constituencies: individuals with disabilities, specific disability groups, representatives from business and labor, rehabilitation program providers, disability advocates, the Statewide Independent Living Council, the State Workforce Investment Board and American Indian Rehabilitation Programs. The Council accepts nominations at any time during the year. The Council submits candidates to the Governor, who makes the appointment of members to the SRC.

## Marketing and Outreach Project Team



**Marketing and Outreach Project Team** (back row, from left) Bill Hafner, Jerry Traylor, Sally Werner; (front row) Frank Szalay, Tony DiRienzi, and Judy Schneider.

The primary functions of the Marketing and Outreach Team (M & O) are to provide outreach and education to consumers, employers and the public about the services provided by the ARSA, and to collaborate with other disability related councils with regard to the focus of resources and energies that address issues affecting the disability community. This team strives to improve employment outcomes for individuals with disabilities through varied statewide activities.

Employer outreach and education has been enhanced with the establishment of the Employers Disability Resource Network (EDRN). This unique partnership will allow employers to easily access information and resources with regard to hiring individuals with disabilities. An informational brochure has been developed by the EDRN and will be given to employers.

The M & O team worked to develop public interest stories around the employment of individuals with disabilities as well as spreading the word to human resource professionals and business associations. Additionally, schools, hospitals and medical rehabilitation facilities were targeted as groups for information distribution.

The team worked to bring together eleven disability related councils by creating the Arizona Disability Alliance. The Alliance is in the development phase with the first meeting scheduled to take place in the Fall, 2002.

## Public Policy Project Team

The mission of the Public Policy Team (PP) is to significantly increase the Council's involvement in public policy development related to the needs of the disabled in Arizona. The major goals and accomplishments of this project team are to aggressively advocate for priority Legislative Issues, to ensure that the DES Director's Office and the

Governor's Office are aware of SRC's role and priorities, and to educate the Legislature regarding employment issues.

The most important accomplishment this year was the PP team's advocacy for and ultimate success of the continued funding of the Arizona Health Care Cost Containment System (AHCCCS) Buy-In legislation during a budgetary crisis. Additionally, research was completed on third party funding. As a result, the team will continue to advocate for full funding for the VR program. The monitoring of the work incentive program will continue to be a priority for the team. Arizona has taken the lead in the Ticket to Work program, and the first milestone check issued by the federal government was to an employment network in Arizona.



**Public Policy Project Team** (from left) Charlie Thomas, John Gutierrez, Dr. David Wayne Smith, and Barry Rader.



**Program Planning and Evaluation Project Team** (from left) John Hunter, Laura Linam, John Gutierrez, Diane McElmury, and Paula Seanez.

### Program Planning and Evaluation Team

The mission of the team is twofold: to continue to increase SRC's role as a proactive partner with and resource to the RSA, and to evaluate and monitor the effectiveness of the Vocational Rehabilitation Program, evaluate consumer satisfaction, and coordinate needs assessment activities.

The team's primary goals are: to determine RSA needs and expectations; to continue effective communication with RSA; working together with RSA, to lead the Council in determining policies; assist RSA in developing the VR State Plan, to coordinate and lead a needs assessment; to evaluate and monitor the effectiveness of the VR program; to evaluate and advise RSA regarding the results of the consumer satisfaction survey; and to coordinate public input activities, and prioritize issues.

The Program Planning and Evaluation Team coordinated public videoconference forums with multiple sites across Arizona, to obtain public input regarding Vocational Rehabilitation services. The team provided input and recommendations for the VR State Plan through summarization and prioritization of the public forum information.

This year, this team took the lead in pursuing an Arizona Statewide Needs Assessment. A workgroup comprised of SRC members, DSU representatives and others was created to formulate ideas and review proposals. Ultimately, the workgroup will make a recommendation on a contract to conduct the Needs Assessment during SFY 2003.

# The Strategic Plan for State Fiscal Year 2002

1

**The State Rehabilitation Council (SRC), in partnership with the ARSA, will monitor and evaluate the quality of VR services by:**

- Obtaining public input about the VR program through Public Forums statewide.
- Developing and implementing the Arizona Statewide Needs Assessment.
- Evaluating the implementation of Pilot Offices by the ARSA, and the impact of those offices on consumers.
- Monitoring Federal Performance Standard and Indicators.
- Reviewing, evaluating and making recommendations regarding the VR Consumer Satisfaction Survey.
- Evaluating implementation of informed choice throughout the VR process.

2

**Secure additional State funding dollars by SFY2003 to draw down all available Federal VR funds to maximize services to individuals with disabilities by:**

- Educating public officials
- Forming a community coalition to accomplish the education process.
- Researching comparisons of VR funding and state match nationally.

3

**Identifying incentives and increasing opportunities for integrated employment by:**

- Evaluating and analyzing clients who have successfully transitioned from sheltered employment to integrated employment settings, as well as students transitioning from high school directly to integrated employment.
- Educating the Council, the Arizona Department of Economic Security (DES) and other stakeholders and agencies, both governmental and public.
- Providing oversight regarding new regulatory changes impacting the ESS program.



**Monitor and evaluate the implementation of the Ticket to Work/ Work Incentives Improvement Act and provide input to the appropriate agencies by:**

- Reviewing the final Federal Ticket to Work regulations.
- Encouraging a collaboration of the ARSA and the Arizona Health Care Cost Containment System (AHCCCS) on implementation of the AHCCCS Buy-in Bill, and that the ARSA pursue an HCFA infrastructure grant.



**Increase employer awareness of the VR program and services by:**

- Distributing and using the current employer video and brochure.
- Developing and marketing public interest stories around employment of individuals with disabilities.
- Increasing awareness of VR through presentations.
- Partnering with the ARSA in developing “Employer Services.”



**Improve knowledge and availability of VR services to individuals with disabilities by:**

- Working with the ARSA to reach out to students in the 504 Program.
- Marketing VR services specifically to hospitals and medical rehabilitation facilities.



**Improve collaboration efforts between disability related councils by:**

- Initiating a “Council of Councils” meeting once a year.
- Evaluating the effectiveness of the “Access to Success” conference.



# Council Members

**Skip Bingham, ARSA Administrator**

Arizona Rehabilitation Services Administration  
Director, VR State Agency, ex-officio  
Term: 1998-2002 City: Phoenix

**Sherri Collins, Executive Director**

Arizona Commission for the Deaf  
and Hard of Hearing  
Specific Disability Representative  
Term: 2000-2003 City: Phoenix

**Sharon Cox**

Specific Disability Representative  
Term: 2001-2004 City: Yuma

**Anthony DiRienzi, Early Intervention Coordinator**

Arizona Bridge to Independent Living  
Specific Disability Representative  
Term: 2000-2003 City: Phoenix

**John Gutierrez, Staff Advocate**

Arizona Center for Disability Law  
Client Assist. Program Representative  
Term: 1997-2002 City: Phoenix

**Patrick Hanley, Vice President of Business Services**

Coss Technology Group, Inc.  
Chair 2000-2001  
Business/Industry/Labor Representative  
Term: 1999-2002 City: Scottsdale

**John Hunter, Chair Board of Directors**

SMILE (Services Maximizing Independent  
Living Empowerment)  
Specific Disability Representative  
Term: 1996-2002 City: Yuma

**Rex L. Kent, Board of Directors**

Cybercil  
Statewide Independent Living Council  
Representative  
Term: 1997-2002 City: Mesa

**KV Kumar**

Specific Disability Representative  
Term: 1999-2002 City: Scottsdale

**Laura Linam, Program Coordinator**

Epilepsy Foundation of Arizona  
Specific Disability Representative  
Term: 1999-2002 City: Higley

**Laura L. Love, Academic Associate**

Arizona State University West  
State Education Dept., Special Education Rep.  
Term: 1999-2002 City: Phoenix

**Diane McElmury, VR Supervisor**

DES, Rehabilitation Services Administration  
VR Counselor Representative  
Term: 2000-2003 City: Phoenix

**Edward Myers III**

Arizona Technical Assistance Program  
Disability Advocacy Representative  
Term: 2001-2004 City: Phoenix

**Dona L. Rivera, Community Outreach and Education Manager**

University of Arizona  
Chair 2001-2002  
Specific Disability Group Representative  
Term: 1999-2002 City: Tucson

**Paula Seanez, Assistant Director**

Navajo Nation Office of Special Education  
and Rehabilitation Services  
121 Project Director's Representative  
Term: 1998-2002 City: Window Rock

**Dr. David Wayne Smith, Professor and Director**

Disability and Assessment Clinic  
University of Arizona Medical Center  
Specific Disability Representative  
Term: 1999-2002 City: Tucson

**Charlie Thomas, Social Worker**

Samaritan Transplant Services  
Vice-Chair 2001-2002  
Business/Industry/Labor Representative  
Term: 2000-2003 City: Phoenix

**Jerry Traylor, Consultant**

Motivational Speaker  
Current/Former Recipient VR Services  
Term 1999-2002 City: Fountain Hills

**Sally Werner, Director of Vocational Services**

Valley of the Sun School & Habilitation Center  
Community Rehabilitation Program  
Service Provider Representative  
Term: 2001-2004 City: Phoenix

**Council Support**

Carolyn Maciel, Council Staff

Dan Tang, Council Secretary

# The Vocational Rehabilitation Program

The mission of Vocational Rehabilitation (VR) program is to work with individuals with disabilities to achieve increased independence and/or gainful employment through the provision of comprehensive rehabilitative and employment support services in a partnership with all stakeholders. The VR program provides a variety of specialized services to individuals who have physical, mental or emotional impairments that create barriers to employment and/or independent living.

The VR program is for individuals with all types of disabilities. Eligibility for the program is determined by the following:

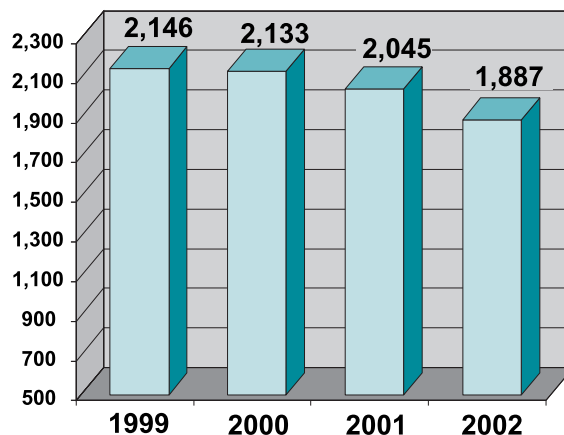
- An individual wants to become or remain economically independent through work
- An individual's disability is serious enough to make it hard to get or keep a job
- Available services can help the individual get or keep a job
- The VR program is the only or best place to provide the individual with the help he or she may need.

Although VR strives to serve all eligible individuals with disabilities, resources sometimes fall short of the needs. Such a shortfall occurred this fiscal year. On February 1, 2002, the State of Arizona developed a prioritization system based on level of need. This prioritization process is called an "Order of Selection" (OOS). The OOS process is designed to ensure that those with the most significant needs receive top priority.

The three OOS categories are: Priority 1 - Individuals with the most significant disability related service needs; Priority 2 – Individuals with significant disability service needs, and Priority 3 – All other individuals with disabilities. Priority 3 has been closed to new clients. These individuals will not receive VR services, but will be referred to other employment related programs such as One-Stop Centers.

Congressional reauthorization of the Rehabilitation Act in 1998 incorporated the VR program into the Workforce Investment Act. Since

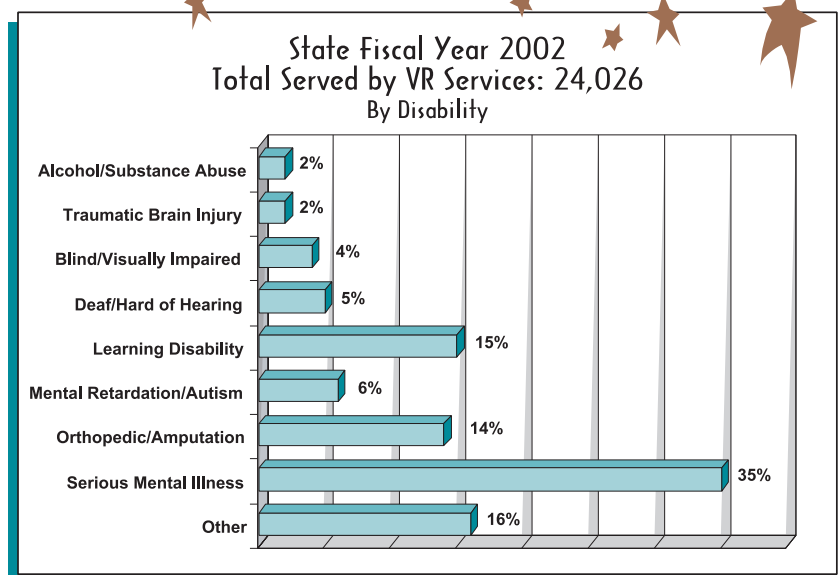
**ARIZONANS EMPLOYED  
As A Result of VR Services**





that time, the ARSA staff have become active members on state and local Workforce Investment Boards focusing on the employment needs of persons with disabilities in Arizona.

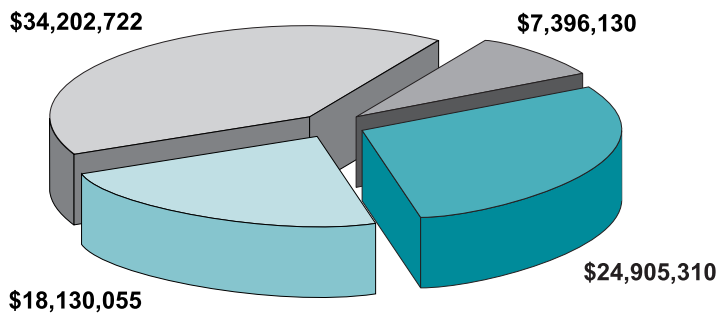
The ARSA has a number of partners in delivering Vocational Rehabilitation services to eligible clients. Partnerships include the Arizona Workforce Development Network, the Arizona Department of Health Services (Behavioral Health), the Arizona Department of Education (Exceptional Student Services), local education agencies, the Arizona Department of Juvenile Corrections, the Superior Court of Arizona (Juvenile Court Center) and county juvenile probation departments, as well as agreements with other state and local governmental entities. These partnerships provide additional resources, better collaboration, and greater access to services for persons with disabilities throughout Arizona.



# Charting VR Progress

## Arizona Rehabilitation Services Administration (ARSA) Expenditures SFY 2002

Total \$84,634,217

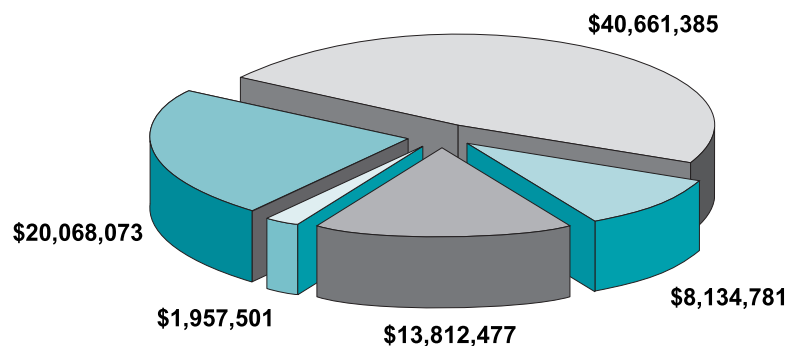


- 29% FIELD OPERATIONS:** All costs associated with staff and operating expenses in local office and district office locations statewide.
- 9% ADMINISTRATION:** Costs associated with the administrative office and indirect costs charged to cover department support services.
- 41% SERVICES TO INDIVIDUAL CONSUMERS:** Funds spent to purchase services for clients from Community Service Providers and other vendors.
- 21% SERVICES TO GROUPS OF CLIENTS:** Funds spent to purchase services through Program Development contracts or Intergovernmental Agreements (IGAs) that benefit groups of ARSA clients.

## ARSA Revenues SFY 2002

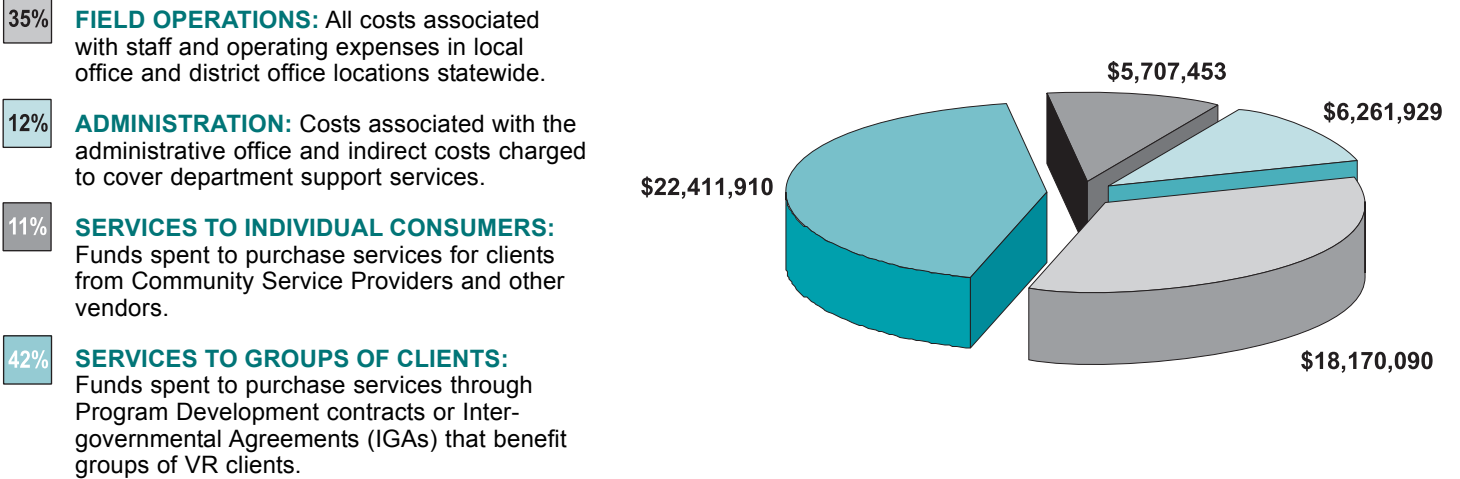
Total \$84,634,217

- 16% ARSA STATE APPROPRIATIONS:** Funds appropriated by the State Legislature from the General Fund that are budgeted to support specific program activities.
- 2% OTHER NON-STATE APPROPRIATIONS:** Funds appropriated by the State Legislature from the Spinal and Head Injuries Trust Fund to support specific program activities that benefit the community and individuals.
- 24% OTHER REVENUE FUNDS:** Funds received through Interagency Service Agreements (ISAs) and Intergovernmental Agreements (IGAs) for the purpose of matching federal VR Basic Support grant dollars.
- 48% FEDERAL VR BASIC SUPPORT GRANT:** Funds appropriated by Congress to the Department of Education for the purpose of providing Vocational Rehabilitation services to persons with disabilities.
- 10% OTHER FEDERAL GRANTS:** Funds appropriated by Congress and awarded as a formula, block, or discretionary grant for the purpose of supporting specific VR or independent living (IL) activities.



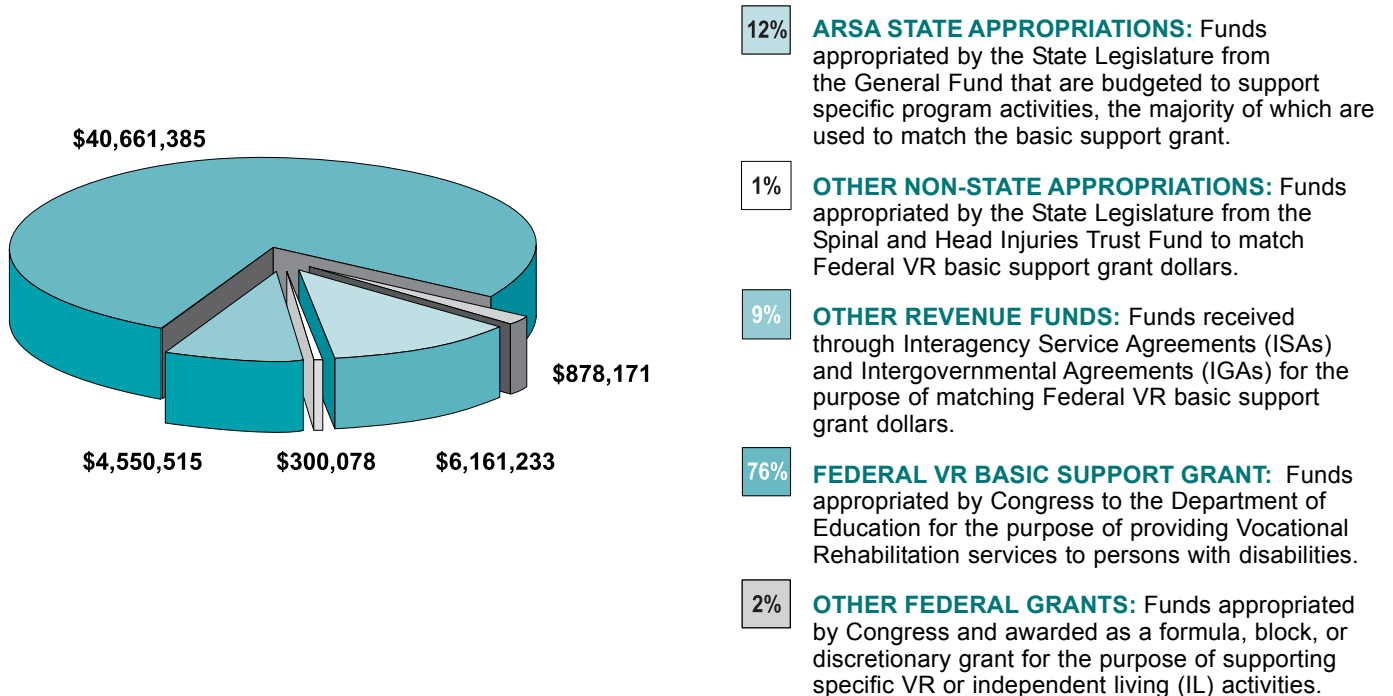
## Vocational Rehabilitation (VR) Expenditures SFY 2002

Total \$52,551,382



## VR Revenues SFY 2002

Total \$52,551,382



# VR Program Updates

## Implementing Informed Choice: “Choice Offices”

In the early part of 2000, the ARSA set in motion a five year strategic plan to implement major changes within the RSA VR program. A major focus of these changes is creating a VR service delivery system that supports and promotes consumers taking responsibility and control of their own rehabilitation.

This vision requires a delivery system in which applicants and clients are active partners in their own rehabilitation plans, including the making of informed choices. The ingredients of creating and supporting such a delivery system include:

- Creating forms and developing resources to allow the applicant/client to fully understand and participate in his or her rehabilitation;
- Creating a separation of duties that allows the counselors to spend more time with the clients and less time on administrative functions currently part of their jobs.
- Continuing emphasis of professionalism in VR counselors, and expanding the ability of the ARSA to provide clients with value-added consultation and counseling services;
- Increasing the accuracy and efficiency of support staff in doing administrative work of vital support to the counselors and clients.

Throughout the state, VR staff do an outstanding job of implementing the vision of empowering clients to take control and responsibility for their lives, and enhancing their full participation.

Throughout the state, VR staff do an outstanding job of implementing the vision of empowering clients to take control and responsibility for their lives, and enhancing their full participation. The ARSA plans to build on the experiences in Pilot Offices, and gradually convert all of the field offices to “Choice Offices.” The ARSA will continue support of the Pilot Offices and staff, while working to formally implement these tools and practices statewide.

“Choice Offices” are offices in which clients are empowered with the tools and encouragement to manage and take responsibility for their own rehabilitation plans. Counselors regard clients as active partners, and clients have access to their counselors and other members of the rehabilitation team. Members of the rehabilitation team mirror “choice” principles in the way they relate and work together as partners in the rehabilitation effort, respecting each others’ roles and responsibilities. In addition, there are clear divisions of labor and responsibilities within the local offices. This division of labor enhances timely and responsive delivery of services to the client, and improves management of the VR program.

## Ticket to Work Program: Up and Running

The Ticket to Work Program is the centerpiece of new legislation signed into law in December 1999, under the Ticket to Work and Work Incentives Improvement Act. The goal of this program is to increase the choices for Social Security beneficiaries with disabilities in obtaining employment, vocational rehabilitation (VR) or other support services from public and private providers. Under this program, the Social Security Administration (SSA) provides disability beneficiaries with a ticket they may use to obtain the services they need from an Employment Network (EN) of their choice, or from the state's VR program.

The ARSA has established memorandums of understanding with fifteen of the Employment Networks to ensure that all persons with a disability have the opportunity to obtain the full range of services necessary to become successfully employed.

Beneficiaries receiving tickets have the option of contacting the state agency, or one or

The Ticket to Work Program is fully implemented in Arizona. Nearly 130,000 tickets and packets were mailed to eligible beneficiaries during 2001-2002.

more of the ENs to discuss services. The EN and the beneficiary work together to design an Individual Work Plan (IWP) that outlines the services to be provided to enable the beneficiary to reach his or her employment goal. Upon agreement between the beneficiary and the EN and the signing of an IWP, the ticket for that beneficiary will be assigned to the EN in order for the EN to receive payment.

To ensure successful implementation, the Ticket to Work Program is being phased in gradually over a period of three years. The Social Security Administration released the initial group of tickets concurrent with publication of the final Ticket to Work Program regulations. The first thirteen states involved were Arizona, Colorado, Delaware, Florida, Illinois, Iowa, Massachusetts, New York, Oklahoma, Oregon, South Carolina, Vermont and Wisconsin. Implementation of the program will be completed nationwide by early 2004.

The Ticket to Work Program is fully implemented in Arizona. Nearly 130,000 tickets and packets were mailed to eligible beneficiaries during 2001-2002. There are 26 ENs in Arizona, and 168 tickets had been assigned as of June 30, 2002. VR clients are fully utilizing the services of the new SSA Benefits Planning, Assistance and Outreach grant to help them understand work incentives to assist them in going to work. ARSA has also provided training to all VR staff statewide in the processing and assigning of tickets.

Consumers can get more information about the Ticket to Work program by contacting their VR counselors, calling 1-800-563-1221, or visiting the RSA web site at [www.de.state.az.us/rsa](http://www.de.state.az.us/rsa).

**Social Security Administration**

**Ticket to Work and Self-Sufficiency**

This ticket is issued to you by the Social Security Administration under the Ticket to Work and Self-Sufficiency Program. If you want help in returning to work or getting work, for the first time, you may offer this ticket to an Employment Network of your choosing or take it to your State vocational rehabilitation agency for services. If you choose an Employment Network and it agrees to take your ticket, or if you choose your State agency and you qualify for services, these providers can offer you services to help you go to work.

An Employment Network provides the services at no cost to you. The Social Security Administration will pay the Employment Network if you assign your ticket to it, and the Employment Network helps you go to work and complies with other requirements of the Program. An Employment Network serving under the Program has agreed to abide by the rules and regulations of the Program under the terms of its agreement with the Social Security Administration for providing services under the Program. Your State agency can tell you about its rules for getting services.

*Arnette B. Gannett*  
Commissioner of Social Security

Ticket Number: 123-45-678910

Claim Account Number: 987-65-4321

Issue Date:

## Employer Services and the “Employers Disability Resources Network”

The Employer’s Disability Resources Network is a coalition of employment and rehabilitation organizations, which are available to provide employers information and resources.

The Network includes members from the Arizona Rehabilitation Services Administration (ARSA), Employment Security Administration (ESA), the Arizona Governor’s State Rehabilitation Council (SRC), Community Rehabilitation Programs (CRPs), and the Arizona Business Leadership Network (AZBLN). Members work together in developing best approaches and materials to address Arizona employers’ needs in finding, hiring

and maintaining employment for individuals with disabilities. The goals of the network include increasing employer awareness, being responsive to employers needs, coordinating employer contacts, maximizing coordination for common clients, establishing an appropriate referral system, and sharing training and job listings.

An informational brochure was developed by the partnership, and an Employers Disability Resources Network Resources Guide is being finalized. The guide explains the services and relationship of each partner. All partners will receive training to strengthen the relationship and ability of all Network partners to meet the needs of employers and job seekers.

The Arizona Employment Partnership sponsored a job fair in March 2002, in which the ARSA participated. Over 200 employers participated, recruiting for positions from entry level to professional, in technology, retail, aerospace, healthcare, financial services, law enforcement services, and state and local government jobs. The ARSA provided employers with information about Vocational Rehabilitation services. Assistive technology devices were also provided to assist individuals with disabilities in accessing employment information. The job fair attracted over 16,000 job seekers.

## Self Employment

The ARSA VR Program Self Employment Review Committee continues its review of self-employment business plans. A client interested in pursuing a self-employment goal works with his or her VR counselor in determining the knowledge, skills, interests and motivation necessary for the individual to succeed as a business owner.

Clients interested in self-employment attend small business training and develop a complete and thorough business plan. This plan is presented to the Self Employment Review Committee for review and comment. The entire process of training, business plan development, and committee review increases the client’s chances for successful self-employment.





# Other ARSA Employment Related Programs



Arizona Industries for the Blind (AIB) was established in 1952 to provide employment and training opportunities for individuals that are blind. The employment opportunities for individuals who are blind, visually impaired, deaf-blind and multiply disabled are made available through AIB's Productions Services Unit, Retail Services Unit, the Distribution Services Unit and the Rehabilitation Services Unit.

During state fiscal year 2002, AIB achieved total sales of \$15,333,991. This is an 11% decline from prior year sales. The drop was attributed to the General Services Administration's elimination of two supply warehouses and the events of September 11, 2001. Although there has been a decline in sales, the average hourly wage for individuals who are blind working at AIB was \$9.72 per hour. All AIB employees receive full benefits, including major medical, dental, life insurance and retirement.

On January 9, 2002, AIB was recognized as the Defense Logistics Agency Outstanding Javits-Wagner O'Day Program (JWOD) vendor. AIB was recognized for consistently outstanding performance as a supplier of military-unique medical field products.

## The Business Enterprise Program

The Arizona Business Enterprise Program (BEP) trains and places qualified individuals who are legally blind as operators of food service operations, full service cafeterias, gift shops, and unattended vending operations.

During the past year, the Business Enterprise Program has concentrated its efforts on assessment and restructuring of the program's basic functions and facilities. A business consultant position has been replaced with a contract specialist. The reporting assignments of twelve other BEP office staff personnel were restructured. The BEP elected to close or modify services at six facilities this year, to ensure a livable wage and to meet minimum standards established by the ARSA.

Several new merchandising ventures are in the works for the BEP program, including an upscale full service cafeteria at the new Department of Environmental Quality (DEQ) buildings in Phoenix, slated to open in early 2003. The Lake Havasu Carousel is due to open in mid-November 2002. The Veteran's Administration is planning a new office building in central Phoenix that will accommodate approximately 400 employees, and BEP is investigating a snack shop in this location.

Additionally, BEP is working to establish statewide vending contacts to increase program revenues through unassigned vending locations.

## Employment Support Services Program

The Employment Support Services Program provides long-term employment related support services to assist individuals with significant disabilities to maintain employment. Major services include case management, job coaching, transportation, peer support and other employment supports. Services are contingent on the availability of agency funding.

# ARSA Statewide Directory

## Administrative Offices

### RSA ADMINISTRATION

1789 W. Jefferson St.  
Phoenix, AZ 85007  
(602) 542-3332  
1-800-563-1221 (AZ only)  
FAX (602) 542-3778  
TTY (602) 542-6049  
Skip Bingham, Administrator  
Craig Warren, Deputy Admin.

### REGION I

3221 N. 16th St., Ste. 200  
Phoenix, AZ 85016  
(602) 266-6752  
FAX (602) 241-7158  
TTY (602) 241-1048  
Barbara Knox, Prog. Manager

### REGION II

400 W. Congress St., Ste. 420  
Tucson, AZ 85701  
(520) 628-6810  
FAX (520) 628-6858  
TTY (520) 628-6864  
Craig Warren, Prog. Manager

### REGION III

1510 S. Riordan Ranch St.  
Flagstaff, AZ 86001  
(928) 779-4147  
FAX (928) 774-6915  
Lawrence Powers, Prog. Manager

### REGION IV

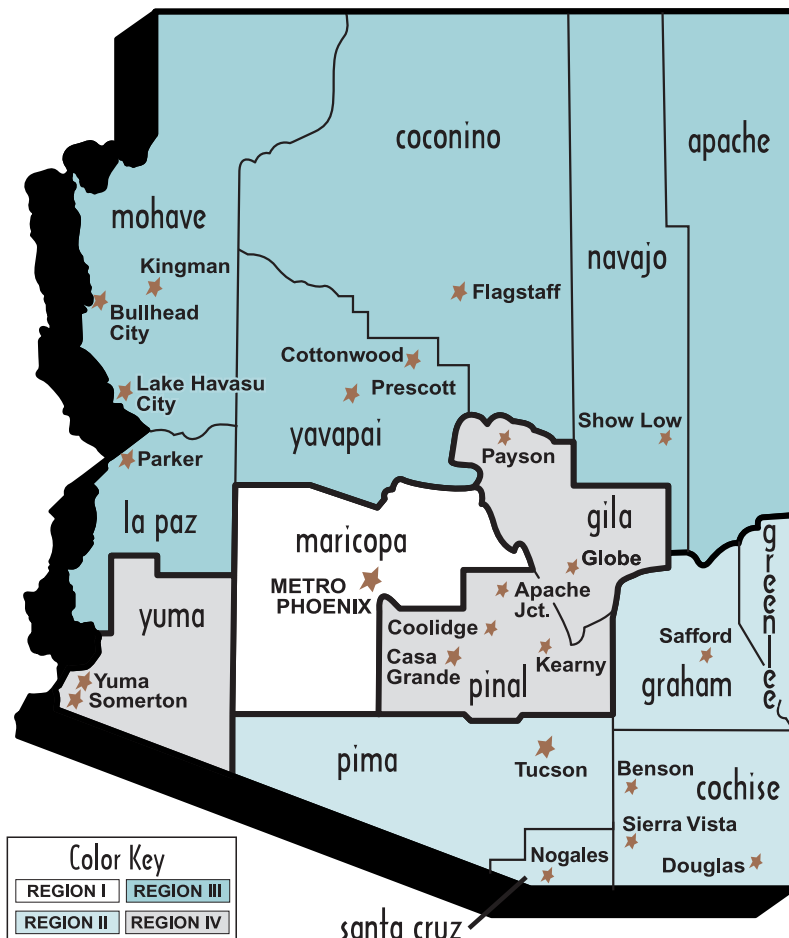
3221 N. 16th St., Ste. 200  
Phoenix, AZ 85016  
(602) 266-6751  
FAX (602) 241-7158  
TTY (602) 241-1048  
Craig Warren, Acting Prog. Mgr.

### ARIZONA INDUSTRIES FOR THE BLIND

3013 W. Lincoln St.  
Phoenix, AZ 85009  
(602) 269-5131  
FAX (602) 269-9462  
Don Peterson, Manager

### BUSINESS ENTERPRISE PROGRAM

4620 N. 16th St., Ste. 206  
Phoenix, AZ 85016  
(602) 266-9070  
FAX (602) 235-9491  
Otis Stevenson, Manager



## Field Offices

### APACHE JUNCTION

288 N. Ironwood Dr., Ste. 106  
Apache Junction, AZ 85220  
(480) 983-0427  
FAX (480) 983-3235  
TTY (480) 288-0697

### BENSON

543 W. 4th St.  
Benson, AZ 85602  
(520) 586-3520  
FAX (520) 586-3582

### BULLHEAD CITY

2601 Hwy. 95  
Bullhead City, AZ 86442  
(928) 763-8422  
FAX (928) 763-5841  
TTY (928) 763-4168

### CASA GRANDE

318 N. Florence St.  
(P.O. Box 10630, AZ 85230)  
Casa Grande, AZ 85222  
(520) 836-6388  
FAX (520) 836-8025  
TTY (520) 426-3963

### CHANDLER

793 N. Alma School Rd.,  
Ste. C-8  
Chandler, AZ 85224  
(480) 917-0493  
FAX (480) 917-3512  
TTY (480) 899-5005

### COOLIDGE

1155 N. Arizona Blvd.  
Coolidge, AZ 85228  
(520) 723-5351  
FAX (520) 723-9133

### COTTONWOOD

1430 E. Cherry  
Cottonwood, AZ 86326  
(928) 634-0063  
FAX (928) 639-0967  
TTY (928) 634-0063

### DOUGLAS

1140 F Ave.  
Douglas, AZ 85607  
(520) 364-4446  
FAX (520) 364-7159  
TTY (520) 364-4446

### FLAGSTAFF

1510 S. Riordan Ranch St.  
Flagstaff, AZ 86001  
(928) 779-4147  
FAX (928) 774-6915  
TTY (928) 779-4147

*continued*





### GLOBE

605 S. 7th St.  
Globe, AZ 85501  
(928) 425-3101  
FAX (928) 425-7950

### KINGMAN

519 E. Beale St., Ste. 130  
Kingman, AZ 86401  
(928) 753-5105  
FAX (928) 753-5110  
TTY (928) 753-5105

### LAKE HAVASU CITY

232 London Bridge Rd.  
Lake Havasu City, AZ 86403  
(928) 680-6007  
FAX (928) 680-9559

### MESA

4115 E. Valley Auto Dr., #105  
Mesa, AZ 85201  
(480) 926-5100  
FAX (480) 926-5602  
TTY (480) 926-5601

### MESA - West

1845 S. Dobson Rd., Ste. 201  
Mesa, AZ 85202  
(480) 820-5629  
FAX (480) 820-5722

### NOGALES

480 N. Grand Ave.  
Nogales, AZ 85621  
(520) 287-6538  
FAX (520) 287-3185  
TTY (520) 287-6538

### PARKER

1032 Hopi Ave.  
Parker, AZ 85344  
(928) 669-8389  
FAX (928) 669-6753

### PAYSON

140 E. Hwy. 260  
Payson, AZ 85541  
(928) 474-0784  
FAX (928) 468-8211  
TTY (928) 474-0784

### PHOENIX - East Bell Road

706 E. Bell Rd., Ste. 115  
Phoenix, AZ 85022  
(602) 494-6229  
FAX (602) 494-3573  
TTY (602) 494-9379

### PHOENIX - E. Indian School

1430 E. Indian School Rd.,  
Ste. 100  
Phoenix, AZ 85014  
(602) 277-8724  
FAX (602) 277-5562  
TTY (602) 277-8724

### PHOENIX - Good Samaritan

1012 E. Willetta St., Room 1B  
Phoenix, AZ 85006  
(602) 239-4762  
FAX (602) 239-5256

### PHOENIX - Juvenile

22 E. Mitchell St., Ste. 104  
Phoenix, AZ 85012  
(602) 604-8835  
FAX (602) 604-8901  
TTY (602) 604-8835

### PHOENIX - Metrocenter

10640 N. 28th Dr., B106  
Phoenix, AZ 85029  
(602) 789-9129  
FAX (602) 789-9309  
TTY (602) 789-9129

### PHOENIX - N. 16th Street

4620 N. 16th St., Ste. B106  
Phoenix, AZ 85016  
(602) 266-9579  
FAX (602) 264-7819  
TTY (602) 266-9579

### PHOENIX - N. Central/East

1430 E. Indian School Rd.,  
Ste. 205  
Phoenix, AZ 85014  
(602) 212-0068  
FAX (602) 241-1479  
TTY (602) 255-5641

### PHOENIX - North Central

3839 N. 3rd St., Ste. 303  
Phoenix, AZ 85012  
(602) 266-4434  
FAX (602) 230-7554  
TTY (602) 266-6716

### PHOENIX - Paseo Verde

4150 W. Peoria Ave., Ste. 125  
Phoenix, AZ 85029  
(602) 564-1812  
FAX (602) 564-0627  
TTY (602) 548-0308

### PHOENIX - Rehab Instructional Services

4620 N. 16th St., Ste. A204  
Phoenix, AZ 85016  
(602) 266-9286  
FAX (602) 277-6294

### ★ PHOENIX - Sight Conservation

4620 N. 16th St., Ste. 100  
Phoenix, AZ 85016  
(602) 266-7284  
FAX (602) 266-1201

### PHOENIX - South

4411 S. 40th St.,  
Bldg. D, Ste. 12  
Phoenix, AZ 85040  
(602) 470-1802  
FAX (602) 470-1596  
TTY (602) 470-8056

### PHOENIX - Southwest

4622 W. Indian School Rd.,  
Ste. D12  
Phoenix, AZ 85031  
(623) 873-4310  
FAX (623) 873-6210  
TTY (623) 873-4310

### PRESCOTT

1555 Iron Springs Rd., Ste. 11  
Prescott, AZ 86302  
(928) 445-6432  
FAX (928) 445-5819  
TTY (928) 445-6432

### SAFFORD

1938 W. Thatcher Blvd.  
Safford, AZ 85546  
(928) 428-7700  
FAX (928) 428-4018  
TTY (928) 428-7700

### SCOTTSDALE

10900 N. Scottsdale Rd.,  
Ste. 401  
Scottsdale, AZ 85254  
(480) 948-3819  
FAX (480) 596-5349  
TTY (480) 948-3819

### SHOW LOW

2500 E. Cooley St., Ste. 410  
Show Low, AZ 85901  
(928) 537-2953  
FAX (928) 537-8216  
TTY (928) 537-2953

### SIERRA VISTA

471 E. Bartow Dr.  
Sierra Vista, AZ 85635  
(520) 459-7612  
FAX (520) 452-8549  
TTY (520) 459-7612

### SOMERTON

350 W. 16th St., Ste. 309  
Yuma, AZ 85364  
(928) 782-4343  
FAX (928) 329-9453

### TEMPE

1270 E. Broadway Rd., Ste. 120  
Tempe, AZ 85282  
(480) 350-9746  
FAX (480) 350-9829  
TTY (480) 350-9746

### TUCSON - ATP

4710 E. 29th St., Ste. 8  
Tucson, AZ 85711  
(520) 790-0787  
FAX (520) 790-0825  
TTY (520) 790-0787

### TUCSON - Downtown

100 N. Stone Blvd., Ste. 500B  
Tucson, AZ 85701  
(520) 629-0225  
FAX (520) 624-9469  
TTY (520) 629-0225

### TUCSON - Eastside

899 N. Wilmot St., Ste. D3  
Tucson, AZ 85711  
(520) 790-4715  
FAX (520) 790-5148  
TTY (520) 790-8131

### TUCSON - Northwest

7225 N. Mona Lisa, Ste. 259  
Tucson, AZ 85741  
(520) 544-8618  
FAX (520) 544-8072  
TTY (520) 575-0295

### TUCSON - Southside

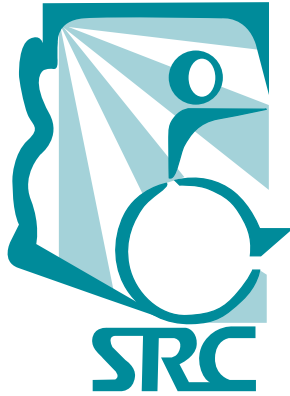
195 W. Irvington Rd.  
Tucson, AZ 85714  
(520) 741-7188  
FAX (520) 889-7099  
TTY (520) 889-6829

### TUCSON - Westside

100 N. Stone Blvd., Ste. 500A  
Tucson, AZ 85701  
(520) 620-6909  
FAX (520) 792-8717  
TTY (520) 620-6909

### YUMA

1310 S. 3rd Ave.  
Yuma, AZ 85364  
(928) 329-9462  
FAX (928) 329-9530  
TTY (928) 329-9553



**Arizona Governor's State Rehabilitation Council**

Site Code 930A • 1789 W. Jefferson St. • Phoenix, AZ 85007

Telephone • 1-800-563-1221 • 602-542-6291

TTY • 602-542-6049

FAX • 602-542-3778

E-mail • [cmaciel@mail.de.state.az.us](mailto:cmaciel@mail.de.state.az.us)

Website • <http://www.de.state.az.us/rsa/srac>

Under the Americans with Disabilities Act (ADA), the Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service, or activity. For example, this means that if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. This document is available in alternative formats by contacting the Arizona Governor's State Rehabilitation Council at 602-542-6291.



Arizona Department of Economic Security  
Quality Service, Organizational Pride,  
Client Self-Sufficiency

MIV-234 (12-02)